



How to register for your admission: Patient portal

We look forward to caring for you, but first we need some important details about you.

Online patient portal

- The patient portal lets you do everything in one secure place. It will help you to provide your personal details, share your medical history, complete financial consent forms, and make payments quickly and safely.
- Your details are securely saved for future admissions, giving you a smooth experience across all our hospitals.
- Please complete the online admission registration at least five (5) days before you come to hospital.
- If you are not familiar with computers, ask a family member or friend to assist you.
- Not all mobile phones are compatible with the eAdmission software, so we recommend using an iPad, laptop or desktop computer.
- Our patient portal covers our 10 St Vincent's Health Australia hospitals so when you log-in, (including the Mater Hospital North Sydney) please select the specific hospital you will be admitted to.
- Depending on your medical history, registration can take approximately 15 to 45 minutes.
- Once completed, we will review your medical history, and a nurse may contact you for further information if required.
- Closer to your admission date, you will receive an email asking you sign your *Estimate of Fees* and complete payment, if required, through the online registration platform.

svha.eadmissions.org.au

How to register video

We encourage you to watch our video before commencing your registration



Frequently asked questions (FAQs)

FAQs are at the bottom of every page of our online admission form to help you answer common queries



What you'll need:

Before starting your online admission you will need to gather the following information.



Your current Medicare, pension, pharmacy benefits.



Your private health insurance, DVA or work cover details.



Your list of medications, both prescribed and complementary, *e.g. vitamins, the strength, dose and the reason for taking.*



Your personal and next of kin details, your medical and surgical history and enduring guardian and/or advanced care directive information.



You will also need access to your mobile phone for authentication alerts.



If you need help, have questions not listed on the FAQs section or you need to make changes to your details once submitted, please call the **SVHA Helpline** on **1300 052 602**, Monday – Friday. If you cannot speak to a staff member straight away, please leave a message with your name and contact number and we will call you back within one business day.

Better and
fairer care.
Always.

Lets get started:

- 1 Head to the the following link: www.svph.org.au/online-admissions
- 2 Scroll to: 'Start Your Online Admission' by clicking [> Start](#)



Are you a new user?

Select [Create User](#) You will be asked to enter your details to create an online profile.
(Keep username and password for future use)

Are you a returning user?

In the [Login](#) field, enter the email and password used when you first set up your profile.
(Forgot your password? Reset it in the portal)

Select [New Admission](#) and complete all required sections.

Note: If you are completing registration for a different family member or friend you will need to

Select [Add New Patient](#) prior to selecting [New Admission](#)



Review, verify and click [Submit](#) at the end to activate your information processing.
You will receive a confirmation email after successful completion of your online registration.
The email will include a link to information to help you prepare for your hospital stay.

Information for your admission:

Your Doctor or their Practice Manager should complete this information for you.

Type of admission: Day Surgery Overnight Surgery

The hospital you are being admitted to is:

East Melbourne
159 Grey Street
East Melbourne VIC 3002

Fitzroy
59 Victoria Parade
Fitzroy VIC 3065

Kew
59 Studley Avenue
Kew VIC 3101

Werribee
240 Hoppers Lane
Werribee VIC 3030

Surgical procedure reason for admission:

Admission date:

Admission time:

Operation date:

MBS Item numbers:

Fasting from:



Getting ready for hospital



Cost and payments



Are you covered for private hospital care?



Learn more about the facility you're attending